



Request for Quotations (RFQ)

RFQ Number: 711.2093_IT Service

Issuance Date: August 13, 2018

Deadline for Offers: No later than 4 pm, August 14, 2018

Description: Monitor and maintain office's computer system, support staff/program with IT-related requests

For: The USAID Governance for Inclusive Growth Program (USAID GIG Program)

Funded by: United States Agency for International Development (USAID)

Contract Number: AID-OAA-I-12-00035/AID-486-TO-14-00002

Implemented by: Chemonics International Inc.

Point of Contact: Nguyen Thi Thanh Loc, Senior Finance, Grants and Procurement Manager, USAID GIG Program

******* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *******

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <https://www.chemonics.com/our-approach/standards-business-conduct/>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery and kickbacks.

Please contact Mr. David Anderson, Program Director of the USAID Governance for Inclusive Growth (GIG) Program via email address David.anderson@vietnamgig.com with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Chemonics' Washington office through the contact information listed on the website found at the hyperlink above.

Section 1: Instructions to Offerors

1. **Introduction:** The USAID Governance for Inclusive Growth Program is a USAID program implemented by Chemonics International in Vietnam. The goal of the USAID Governance for Inclusive Growth Program is to enhance areas of governance expected to facilitate broader-based growth through cooperation with the public and private sectors in Vietnam, with an emphasis on the legal framework and systems for accountability. As part of project activities, the USAID Governance for Inclusive Growth Program requires a day-by-day computer system management as well as support/guidance to all IT-related requests. The purpose of this RFQ is to solicit quotations for this service.

Offerors are responsible for ensuring that their offers are received by Chemonics in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

2. **Offer Deadline and Protocol:** Offers must be received no later than 4 pm local Ha Noi time on August 14, 2018 by email. Any emailed offers must be emailed to Procurement@vietnamgig.com. Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of Chemonics.
3. **Questions:** Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 4 pm local Ha Noi time on August 13, 2018 by email to Procurement@vietnamgig.com. Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Chemonics believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by Chemonics will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Chemonics or any other entity should not be considered as an official response to any questions regarding this RFQ.

4. **Specifications:** Section 3 contains the technical specifications of the required items. All commodities offered in response to this RFQ must be new and unused. In addition, all electrical commodities must operate on 240V, 50Hz.

Please note that, unless otherwise indicated, stated brand names or models are for illustrative description only. An equivalent substitute, as determined by the specifications, is acceptable.

5. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. Pricing must be presented in Vietnam Dong. Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible, offerors may complete the table in Section 3.

In addition, offerors responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.
- Individuals responding to this RFQ are requested to submit a copy of their identification card.

6. **Delivery:** The delivery location for the items described in this RFQ is USAID GIG Office located at 6th Floor, 115 Tran Hung Dao, Hoan Kiem, Hanoi. As part of its response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.

7. **Source/Nationality/Manufacture:** All goods and services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** in accordance with the United States Code of Federal Regulations (CFR), [22 CFR §228](#). The cooperating country for this RFQ is Vietnam.

Offerors may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.

8. **Taxes and VAT:** In accordance with the agreement under which this procurement is financed, the USAID Governance for Inclusive Growth Program will be reimbursed by the Cooperating Country government for taxes imposed on suppliers and subcontractors. Therefore, offerors must include taxes, VAT, charges, tariffs, duties and levies in accordance with the laws of the Cooperating Country. If selected for award, the selected supplier will cooperate in providing Chemonics with the documentation necessary to obtain tax reimbursement.

9. **DUNS Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a Data Universal Numbering System (DUNS) number if selected to receive an award in response to this RFQ valued greater than or equal to USD\$30,000 (or equivalent in other currency). If the Offeror does not have a DUNS number and is unable to obtain one before proposal submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS number is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform>. Further guidance on obtaining a DUNS number is available from Chemonics upon request.

10. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Chemonics will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.

11. **Evaluation and Award:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

- *Technical* - 40 points: Responsiveness to the technical specifications and requirements.
- *Providing the service* - 20 points: Interview questions in the interview session.
- *Price* - 40 points: The overall cost presented in the offer.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. Chemonics reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Chemonics reserves the right to conduct any of the following:

- Chemonics may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Chemonics may issue a partial award or split the award among various suppliers, if in the best interest of the Governance for Inclusive Growth Program.
- Chemonics may cancel this RFQ at any time.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the Governance for Inclusive Growth Program for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement

12. **Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Chemonics, the Governance for Inclusive Growth Program, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.
13. This solicitation is subject to Chemonics’ standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:
 - (a) Chemonics’ standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting award; payment will not be issued to a third party.
 - (b) Any award resulting from this RFQ will be firm fixed price, in the form of a purchase order.
 - (c) No commodities or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.
 - (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.
 - (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The supplier under any award resulting from this RFQ must ensure compliance with these laws.
 - (f) The title to any goods supplied under any award resulting from this RFQ shall pass to

Chemonics following delivery and acceptance of the goods by Chemonics. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Chemonics.

Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- Official quotation, including specifications of offered equipment (see Section 3 for example format) and CV of IT staff who shall be working for the USAID GIG program during the period from August to December 2018.
- Copy of offeror's registration or business license (see Section 1.5 for more details)

Section 3: Specifications and Technical Requirements

The table below contains the technical requirements of the commodities/services. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to Chemonics.

Item	Description and Specification	Qty	Items and Specifications Offered	Unit Price (VND)/month	Total Price (VND)
	<ul style="list-style-type: none"> • Day to day manage the GIG Office’s computer systems, including networks, email accounts, and servers. • Troubleshoot and maintain Internet connectivity, E-mail delivery, monitor bandwidth usage and WIFI quality at the Office. • Manage user permissions, domain accounts and files (Windows 2012 Server and Windows 7), software installation and other IT resources usage. • Respond to staff service calls and requests as a first line of technical support, gathering information to resolve problems and arranging for additional technical support if and as needed, in coordination with the HO Global Support. • Perform and maintain basic network functions, including daily backups, file restoration. • Monitor Network traffic, manage a LAN server network. Establish mechanisms for secure file storage and mirror LAN server with cloud data solutions. • Troubleshoot printing and other IT-related problems and arrange for external support if needed. • Provide guidance to GIG staff and/or grantees in developing specifications for IT-related supplies or equipment that will be procured through GIG activities. • Troubleshoot any IT-related issues that GIG staff may have. 	04 months service			

	<ul style="list-style-type: none"> • Laptop and Desktop: Completely delete all data in the HDD and then restore back standard software including Windows 7 OS with license. • Server: Completely delete all local data in the HDD (AD and D drive) • Upload necessary file to the Chemonics Share Point if HO request. • Support other IT-related tasks during project closeout • Work on-site at USAID GIG Office, following office business hour. 					
	Subtotal:					
	VAT:					
	Grand total (VND)					

Section 4: Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: USAID Governance for Inclusive Growth Program
Level 6, 115 Tran Hung Dao, Hoan Kiem, Hanoi

Reference: RFQ No. 711.2093 – IT Service

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Chemonics or the Governance for Inclusive Growth Program staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Chemonics’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Company DUNS Number: _____

Does the company have an active bank account (Yes/No)? _____

Official name associated with bank account (for payment): _____